

## ADMINISTRATIVE SPECIALIST

### General Statement of Duties

Works independently to perform a variety of responsible administrative and program support duties requiring a comprehensive understanding of the departmental mission, rules, regulations, procedures, and services.

### Distinguishing Features of the Class

An employee in this class performs a variety of advanced journey level administrative and technical support duties. The employee independently performs a variety of administrative duties in support of the Public Works Departments. The work includes information processing, responding to inquiries from the public, processing work order and one call requests, assisting with maintaining an adequate inventory of materials and supplies and creating and maintaining accurate files and records. Administrative duties require knowledge of the organization's regulations and the department's procedures and tact and discretion when dealing with the public. Guides generally include a variety of written technical manuals and instructions, as well as comprehensive rules and regulations. Sound judgment is required in performing the responsibilities. Work is performed under the supervision of the Public Works Director and is evaluated through observation, conferences, feedback from citizens and staff, ongoing evaluation of the quality and effectiveness of work processes.

### Duties and Responsibilities

#### Essential Duties and Tasks

- Provides customer service requiring knowledge of the departments' services, regulations, and procedures; secures information via telephone or personal contact; selects appropriate materials to answer questions and explains rationale of answer and service impacts; takes and handles routine complaints or concerns, refers complex issues to others to resolve.
- Collects and reviews data; compiles records and reports; creates tables, spreadsheets or databases to generate report information; prepares monthly and annual reports.
- Drafts and composes correspondence and prepares reports; reviews and verified records and reports for correct information; identifies potential inconsistencies and resolves discrepancies.
- Monitors budget expenditures; prepares purchase orders; assists with maintaining inventory and prepares monthly warehouse report; maintains inventory for fixed assets.
- Receives and reviews timesheets for the department; verifies timesheets and leave records are accurate; maintains copies.
- Prepares monthly gasoline report on Town vehicles; maintains records on gas usage and mileage.
- Maintains and updates files on contractor's certificates of liability insurance; bills insurance companies and/or the other parties for damage to Town property; prepares reports for stolen property.
- Serves as the Town's administrative safety coordinator; coordinates with contracted technical safety personnel for training and technical assistance; participates in monthly safety committee meetings and annual walk through of facilities; applies for annual safety grant from the League of Municipalities; maintains safety files for Town employees; maintains MSDS sheets and hazard assessment forms; schedules hearing tests and hepatitis shots for Public Works and Electric employees; maintains files of current driver's licenses on employees.
- May produce and send bills for services provided by the department.

### Additional Job Duties

Performs other duties as required.

### Recruitment and Selection Guidelines

#### Knowledge, Skills, and Abilities

- Considerable knowledge of the department's mission, functions, regulations, and practices.
- Considerable knowledge of modern office procedures and related office information technology equipment, software, and peripherals.
- Working knowledge of Town procedures and practices related to assigned responsibilities and of the organization's administrative, personnel, and purchasing procedures.
- Skill in the use of information technology equipment and associated software products such as word processing, spreadsheets, and databases used in area of work assignment including the development of forms, form letters, tables, spreadsheets, databases, etc. to compile records and generate reports.
- Skill in communicating effectively in conducting the department's business in person and by telephone.
- Ability to independently prepare records, reports, and confidential correspondence.
- Ability to gather and give comprehensive information and instructions, based on program knowledge and independent research.
- Ability to communicate a technical knowledge of program operations and organizational programs.
- Ability to be tactful and courteous while being persuasive and confident on Town business.
- Ability to compile information based on general instructions.
- Ability to establish and maintain effective working relationships with supervisors, other employees, and the general public.

#### Physical Requirements

- Must be able to physically perform the basic life operational functions of stooping, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, talking, hearing, and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal, do extensive reading and to determine the accuracy, neatness, and thoroughness of the work assigned.

#### Desirable Education and Experience

Education and experience equivalent to graduation from a college or business school with an Associate's degree and considerable journey level secretarial or administrative experience including public contact.

### Reporting Guidelines

This employee will perform work for all departments relating to Public Utilities, including: Street, Solid Waste, Water/Sewer Operations, Water Treatment Plant, Waste Water Treatment Plant, Electric, and Storm Water. Direct supervision of this employee will be the responsibility of the Electrical Director.